

Stress in the Public and Real Sector

Summary

Stress and burning out at work have been in researchers' , businessmen' and education care authorities' focus a rather long time. The reason for such interest can be found in consequences of an increasingly frequent presence of these phenomena which significantly diminish employees' efficiency as well as results of their endeavours. Two studies were conducted concerning the influence of stress and burning out on work active population, in two different sectors in Croatia: banks (Horvat, G., Tomašević, S. & Leutar, Z. 2016) and primary schools (Tomašević, S., Horvat, G. & Leutar, Z., 2016). The Burn out intensity questionnaire and The Perceived Stress Scale were used as psychological measure instruments in both studies. The objective of the first study was to explore the presence of the Burn out syndrome with the banking industry employees working directly with clients. 303 examinees were included, out of which 57 male and 246 female respondents. The results showed that in 25% of banking sector employees a high level of burn out and long-term stress exposure symptoms were found, whilst in 37% of respondents initial signs of burnout were found. A low level of burn out was registered with 36% respondents. The aim of the second study was to examine the stress intensity for primary school class- and subject-teachers teaching in rural and urban areas. The study included a total of 14 primary schools - seven city and seven rural primary schools. The study included a total of 217 primary school teachers, out of whom 37 male and 180 female primary school teachers. Hundred and two primary school class-teachers and 115 primary school subject-teachers were included in the study. The study showed that 34% primary school classroom teachers suffered from low-intensity stress, and 37% primary school classroom teachers suffered from medium-intensity stress, whereas 65% primary school subject teachers suffered from low-intensity stress, and 62% primary school subject teachers suffered from medium-intensity stress. The results obtained in both studies point to the necessity of prevention through employee education on coping with stress. There is also an inevitable need for continuous help in managing new stress experiences with permanent expert supervision.

Keywords: *burn out, stress at work, prevention, supervision*